

IN THE CLAIMS

All pending claims have been canceled.

New claims 47-58 have been added.

02950.P012D

Please add the following new claims.

53
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47. (New) A method of processing a telephone call from a caller, the method including:

- receiving the telephone call;
- identifying a telephone number associated with the received telephone call;
- retrieving information about the caller based on the identified telephone number;
- generating a web page containing the retrieved information, wherein the web page has an associated identifier; and
- transmitting the identifier associated with the web page to an agent selected to answer the received telephone call.

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48. (New) The method of claim 47 including displaying the web page to the selected agent.

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49. (New) The method of claim 47 including establishing a connection between the caller and the selected agent.

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50. (New) The method of claim 47 wherein the identifier associated with the web page is the uniform resource locator (URL) of the web page.

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51. (New) The method of claim 47 including selecting the agent to answer the received telephone call before transmitting the identifier associated with the web page.

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52. (New) The method of claim 51 wherein the agent is selected based on the retrieved information about the caller.

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53. (New) A system for processing a telephone call from a caller, the system including:

a receiving mechanism to receive the telephone;

an identification mechanism to identify a telephone number associated with the received telephone call;

a retrieval mechanism to retrieve information about the caller based on the identified telephone number;

a web page generating mechanism to generate a web page containing the retrieved information, wherein the web page has an associated identifier; and

a transmission mechanism to transmit the identifier associated with the web page to an agent selected to answer the received telephone call.

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54. (New) A system as claimed in claim 53 including a display mechanism for displaying the web page to the selected agent.

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55. (New) A system as claimed in claim 35 including a connection device to establish a connection between the caller and the selected agent.

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56. (New) A system as claimed in claim 35 including a selection mechanism to select the agent to answer the call.

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57. (New) A system as claimed in claim 38 wherein the selection mechanism selects the agent based on the retrieved information about the caller.

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58. (New) A machine-readable medium having stored thereon a sequence of instructions that, when executed by a machine, causes the machine to:

receive a telephone call from a caller;

identify a telephone number associated with the received telephone call;

retrieve information about the caller based on the identified telephone number;

generate a web page containing the retrieved information, wherein the web page has an associated identifier; and

transmit the identifier associated with the web page to an agent selected to answer the received telephone call.

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